How do I Remove an account in Customer Portal?

If you no longer require access to your Billing Account in Customer Portal, you can remove it. This guide will help you in removing it from your Customer Portal account.

Things you need to set up an account in the Customer Portal:

- Your Customer Portal link (can be supplied by your Paymentus Account Manager) Your
- Customer Portal Email and Password that you created previously

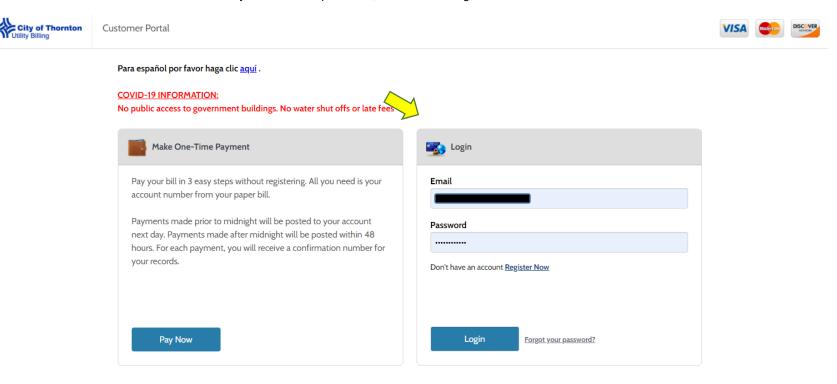
Background Information:

Removing an account from Customer Portal does not remove the account for the Utility Billing System.

Step-By-Step Guide:

Step 1 - Login

- From our Utility Billing web page click on Online Payment
- On the Client Portal screen enter your email and password, then click on Login

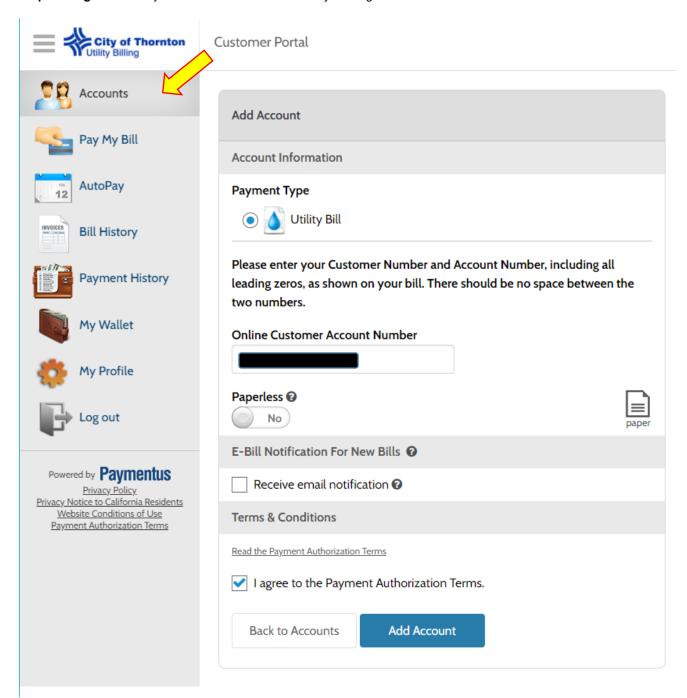


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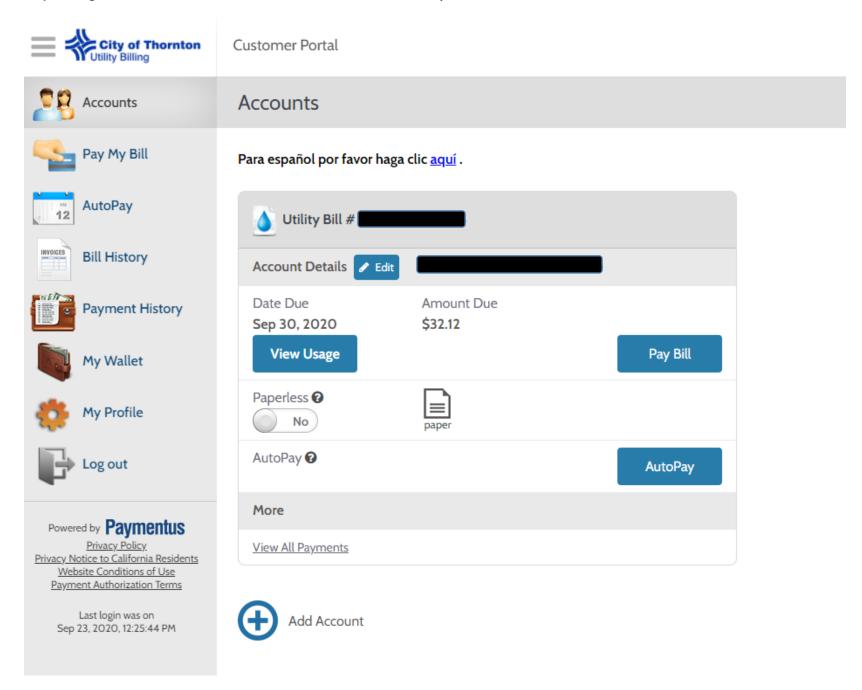
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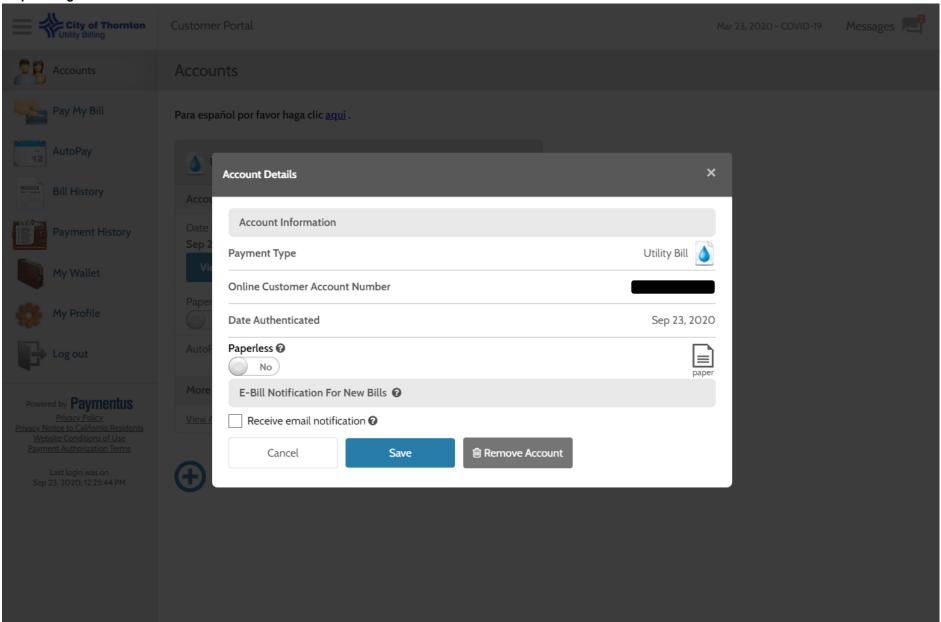
Step 2 - Login - Ensure you are in the "Accounts" view by clicking on the "Accounts" icon



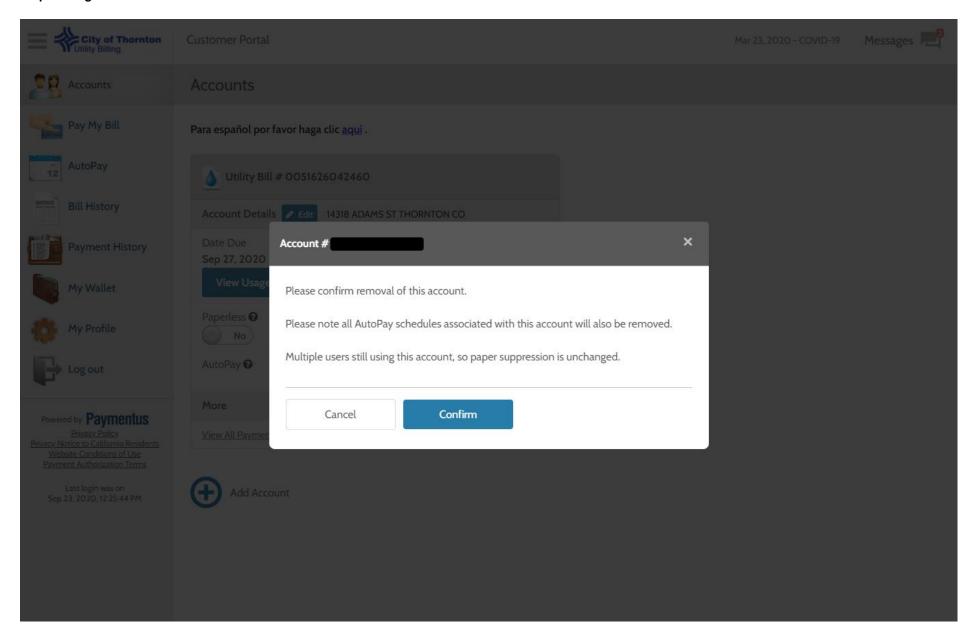
Step 3 - Login - Click on the "Edit" button located under the account number you want to remove



Step 4 - Login - Click the "Remove Account" button



Step 5 - Login - Click the "Confirmation" button



Step 6 - The account is now removed. If you have other accounts you wish to remove, repeat steps 3 - 5 for each account



Customer Portal



Accounts

Accounts



Pay My Bill



AutoPay



Bill History



Payment History



My Walle



Mv Profile



Log out

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> Last login was on Sep 23, 2020, 12:25:44 PM

You have no account added to your profile. Click on "Add account"

Para español por favor haga clic aquí.

